

PSC NO: 3 TELEPHONE
ALLTEL New York, Inc.
Initial Effective Date: 5/30/03

Section: 6 Leaf: 12
Revision: 0
Superseding Revision:

SECTION 6 - MISCELLANEOUS SERVICES

H. NEW YORK RELAY SERVICE

1. General

The Company will provide access to the Telecommunications Relay Service (TRS) pursuant to an agreement with the designated TRS provider for the State of New York. The service permits telephone communications between hearing and/or speech impaired individuals who must use Telecommunications Device for the Deaf (TDD) or a Teletypewriter (TTY) and individuals with normal hearing and speech. Calls made through the Relay Service will be routed to the Relay Center of the TRS provider for the State of New York by dialing an 800 number. At the Center, Communication Assistants establish the calls between the calling and called parties and then act as the "translation" point. A specific 800 number has been designated for both impaired and non-impaired customers to use. These numbers are available through the business office.

2. Regulations

- a. Only intrastate calls can be completed using the New York Relay Service.
- b. The New York Relay Center is operational 24 hours a day, seven days a week.
- c. Charges for calls placed through the Relay Center will be billed as direct distance dialed (DDD) from the point of origination to the point of termination. The actual routing of the call is independent from what is billed.
- d. Calls made using the Relay Service may be billed to a third number only if that number is within New York State. Calls may also be billed to calling cards issued by the Company or TRS provider.
- e. The following calls may not be placed using the Relay Service:
 - (1) calls to informational recordings and group bridging services;
 - (2) calls to time or weather recorded messages;
 - (3) operator handled conference services and other teleconference calls;
 - (4) station sent paid calls from coin telephones.

Issued by: Vice President, State Government Affairs, Little Rock, Arkansas